

People Leading Accessible Networks of Support (PLANS)

**Family Support 360
Statewide Workgroup
Izaak Walton Clubhouse
Pierre, SD
June 28th & 29th 2005**

CALL TO ORDER

Clint Waara called the meeting to order at 11:15 a.m. CDT on Tuesday, June 28, 2005.



Members Present were:

Travis Arneson
Ronda Williams
Beth Hosek
Dawn Kellogg
Kristi Heumiller
Tim Neyhart
Ted Williams

Clint Waara
Kristen Blaschke
Linda Daughters
Cindy Taber
Vikki Day
Renee Osborne

Brenda Smith
Ann Rieck-McFarland
Dan Spotted Eagle
Jennifer Seale
Kristen Blaschke
Mike Broderick

Others Present were:

Brooke Lusk
Tarra Stoesser
Kristen Kiner
Carrie Rounds
Jean Tuller

Wanda Seiler
Arlene Poncelet
Kris Kileas
Edith Arneson

Gloria Pearson
Tom Schienost
Teri Sass
Deb Petersen

Introductions

Clint Waara introduced Senator Mike Broderick to the work group. The work group and staff then introduced themselves.

Provider Sub-committee Update – Brooke Lusk

Refer to handout - Provider Sub-committee Meeting Minutes

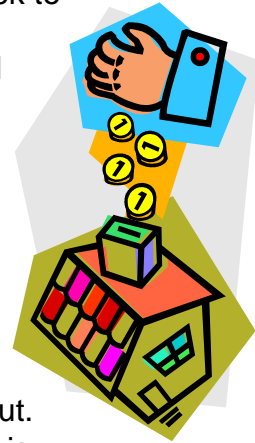
- Brooke gave a brief update and explanation of the Provider sub-committee and the status on their goal areas.
- Brooke went over the goal areas that the sub-committee members are working on.
- The members will continue to work on the goal areas at the sub-committee meeting that begins on Wednesday, June 29th.

- By looking at what is going on in other states, we are gaining more options and ideas.
- Jean Tuller will be mediating this Provider sub-committee meeting.

Housing Update – Tim Neyhart

Refer to handouts - Frequently Asked Questions Regarding Homeownership for People With Low or Fixed Incomes and Consumer Ownership.

- SD Advocacy just had a very thorough federal review last week to ensure that they are fulfilling all the requirements.
- They got a lot of information about things they need to do and how to do things better.
- Living situations are a big issue for consumers.
- They gave a training last year and saw the need to continue with a housing focus.
- The group has been meeting every two or three months for the last 16 months.
- The big concern is that individuals and families are not getting information in regard to home ownership.
- Frequently asked questions are being addressed in a handout.
- One of the issues of concern is how are we going to spread this information?
- SD Housing is hiring a new person to head home ownership education.
- They are going to develop a pilot program.
- Much of the information looked at is old – need new ideas.
- They have an agency that is very interested and things are lining up nicely for them.
- There is much discussion about this program.
- Arlene Poncelet has agreed to let them use a curriculum developed previously through a grant to Sioux Vocational Services. Revisions will be made to update the curriculum
- Tim will be glad to answer any questions via email. Tim's email address is: neyhartt@sdadvocacy.com
- There is a lot of excitement in SD for this program and it is greatly needed.



Group Input

Wanda: Going back to the Guide Book from 1995 - Do you have a sense for how many people used it and in what way? What are you going to do for redistributing, updating and making more user friendly?

Arlene: The Guide Book is going to be revised. They are not sure how many consumers actually implemented this information.

Wanda: In terms of making it more user friendly, do you have any resources or special groups that are helping develop this?

Tim: If we have real people doing real process then we will have more information. People who are committed to doing it on their own. This particular project was thought of in May, and has since been stalled – but not forgotten.

Anne: Are you involving representatives from staff and providers?

Tim: After we found this manual, we didn't get that far. We've spent a lot of personal time on this and have a lot of ideas to be incorporated into the new manual. Our group is comprised of volunteers and everyone from the PLANS workgroup is welcome and any input is greatly appreciated.

Wanda: Are you looking at making hard copies or will it be web-based?

Arlene: DD Council has funds for this manual which will be available when the manual is ready. It will be in hard copy format as well as on the website. They will distribute the information any way possible.

Brooke: Are there any specific questions or input that you would like from the PLANS workgroup on this topic?

Tim: I think the questions that are being asked are great! We need to ask these questions and think about what we are going to do. It would be nice to have ideas to go along with these questions.

Wanda: We have been encouraging the agencies to use a curriculum that teaches people to hire and fire their own staff. They have a manual that specifically addresses this topic. Kris, how do you benefit from this curriculum?

Kris Kileas: We do use the manual and have approached issues by referring to the manual. We have involved people in hiring staff at our agency.

Wanda: Thank you to Sioux Vocational Services for introducing this manual to the Division.

Tim: Choice and control is really the main focus in the housing program. People should have choice and control on their housing status.

Travis: People that want to buy a house, are they even making it as far as a bank?

Tim: Some people have. Since we've been working on this, no one we know has gone to the bank.

Travis: I was just wondering if individuals need education or do the banks need education.

Tim: I don't know about the banks, but I know the individuals do need education.

Travis: Have you looked at the Fanny Mae manuals?

Tim: I've looked at several different manuals. SD Housing created a compilation of forms and programs that are designed for home ownership.

Clint: Are the people making decisions familiar with it? The answer is no. Some people don't investigate any further. If you are thinking about a bank or financing company, there are very few programs that you can walk in and say here I am with fixed low income and get home ownership. First people need to get independent – live in an apartment – see if they can manage that and then get them into a good program.

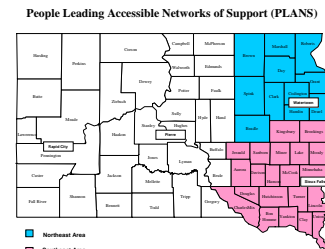
Tim: We are using an existing network of people that are with SD Housing.

Lunch

PLANS brochure – Deb Petersen

Refer to handouts - PLANS brochure and PLANS Area Map

- Staff are looking for input on the brochure and area provider map. They are open to any ideas, changes or admissions.
- The workgroup divided into three groups in order to deliberate and discuss the document.
- The groups reconvened back into the workgroup and Deb thanked everyone for their input and time. Deb will take the suggestions from each of the groups and revise the document.



Wanda – We had a professional (Renee) in our group and she had some really good formatting ideas. Perhaps she can be of assistance when she returns to the office.

College of Direct Support (CDS) – Tom Schienost (SDACBS), Brooke Lusk and Deb Petersen

Refer to handout – College of Direct Support Training



- We are now the only state in the US with the Division of Developmental Disabilities, all nineteen agencies and the Developmental Center collaborating and accessing the CDS site online.
- As of the 9th of June, there are 1825 enrolled as learners in the College of Direct Support.
- The CDS is constantly expanding and improving.
- Tom is most intrigued by the fact that it is being implemented into each agency at their own pace.
- We have many professionals using the classes.
- They are finding different ways to use the College of Direct Support every month.
- One area they are looking at is bringing the PLANS coordinators and the PLANS group into the College of Direct Support.
- Deb and Brooke updated the workgroup regarding use of CDS for PLANS.
- There is a possibility of offering the CDS courses to the PLANS providers. At this time, cost of the courses for providers is being researched in addition to the types of courses to offer. This would be a method to provide training and education to the providers.

- One consideration to assure health and safety for PLANS participants is a county background check.

Comments:

Questions: Dawn – How is the College of Direct Support compensating families and individuals? Also, are family members and individuals allowed to use the College of Direct Support?

Answer: Tom: For example, an agency pays a certain amount for the entire organization. In effect, parents are staff and could use CDS if they chose.

Dawn: So the cost to the agency is based upon how many people they serve?

Tom: Yes, that is pretty much it. Right now the Center for Disabilities is coordinating the CDS and acting as the overall administrator. That is how the PLANS coordinators, participants and providers would be enrolled at this point in time. Next year, PLANS will have their own site just like other provider agencies.

Deb: We have 50 people, through the Center for Disabilities, who can get on and who can access the site through May of 2006. Right now PLANS is not paying anything. Another example of how this might work is Teri could be a sub-administrator through her agency.

Deb requested that the workgroup break up into the same groups and provide input and ideas on the courses and lessons and what should be offered to the providers, participants and families.



- The workgroup reconvened into one large group and began to discuss what their small groups determined.
- Brooke's group – We went a different route. Our group decided that the PLANS Coordinator should provide recommendations to the participant and their family for possible courses related to the service plan. The PLANS Coordinator would need to be very familiar with all of the courses in order to do this.
- Clint's group – We basically had the same ideas as group one.

- Dawn's group – We started our discussion with a question. Could individuals, students actually, access some of these courses and use the information to become self-advocates? Yes, this is a possibility.
- Questions posed to family members and consumers- If you are a family member or consumer would you request that the provider take the courses before they provide services? How would it be enforced?
- The Restriction on Rights course looks very like a very good opportunity for providers to receive further education.

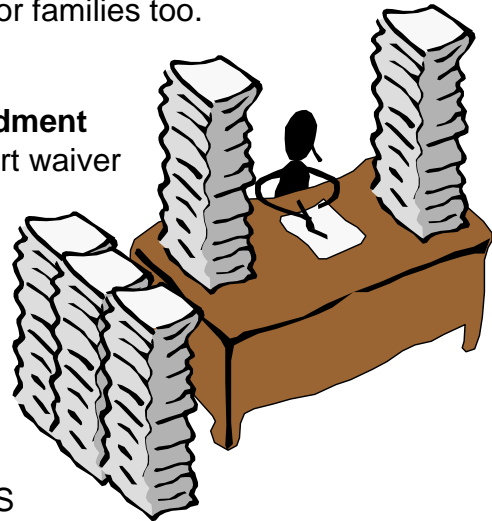
Comments:

Wanda – We talked a lot about how the CDS has to be individualized. There may be barriers that are not even realized yet. The On the Job Training (OJT) portion of the CDS is very beneficial and supervisors are able to monitor the progress of the staff person with CDS. This may be an opportunity for families too.

Waiver Amendment Update – Wanda Seiler

Refer to handout – Family Support Waiver Amendment

- Does everybody know what the Family Support waiver is?
- The waiver provides services to children with developmental disabilities who are living in the family home.
- There is a large degree of satisfaction throughout the state with this program.
- PLANS will create three local programs for adults in the Northeast, Southeast and West.
- The waiver amendment was submitted to CMS on 6/25/05.
- The amendment did four things. Please refer to the handout.
- One of things that the department found is that the rate they were billing for service coordination was too low. This amendment actually almost doubled their rate of service coordination provided to consumers.
- The amendment will also extend the waiver to encompass adults. So we can now serve people through the continuum of their lives. CMS believes that cutting somebody off at that point in their lives from a service is not quality service. This change greatly increases our opportunity for approval.
- The last change was the computation used for comparison to institutional services is now the same as the other DD waiver.
- CMS has 90 days to approve the amendment. Whenever CMS asks the state a question about the amendment, the 90 day clock stops until we provide an answer. As long as there are questions, the clock stops.
- Robin Cooper, NASDDDS, reviewed our amendment and was supportive in our proposal. She has extensive experience with waivers and provided invaluable suggestions.



Questions:

Mike- When the feds ask a question, do they always do it by letter?
Wanda – They can but now it is mostly email. This expedites the process.

Family Support Council – Dawn Kellogg

- Betty Oldencamp provided information on CHOICES.
- Received update from Donna Olivier on children being provided family support. The number is 518.
- Adults and aging is a huge topic right now.
- Presentation on rights by Julie Johnson.
- Had questions over past year from parents on the Council on transition and how it is working in SD.
- The Council will look into the transition process and how it is implemented and completed in SD.
- Dawn had a positive transition experience with her daughter.
- Lack of information on transition is a large concern. Are we meeting the needs of our individuals who are in transition from high school?
- Kristi Heumiller gave a presentation on an individual who is aging out of the program and what that encompasses.
- Family Support Council has terms and they talked about reappointments. Please give Dawn any suggestions for people to be part of the Council.

Technical Assistance Conference- Brooke Lusk

Refer to handout – Administration on Developmental Disabilities (ADD)

Technical Assistance Institute.

- Deb and Brooke will get opportunity to attend conference at the end of July.
- Brooke hopes to bring back good information for the group to consider.
- Will most likely have a template for using logic models to include the next time we have to submit a proposal.
- There is a session on cultural diversity. Most of the conversations thus far have been focused on the Hispanic population. Since our focus has mainly been for the Native American population, she hopes the information is useful for the issues we have. SD is becoming more diverse though so we need to consider that in our administration of the project.
- One concern being addressed is aging parents caring for adult children.

Anne: As we work on our goals, should we be looking more at outcomes?

Brooke: In the future, I assume we will be asked to look more at our inputs and our outputs and compile a logic model with specific outcomes for the project. We have done a good job so far in achieving our goals.

Clint: The diversity issue jumps out at me – ours is a rural state with a large Native American population. We could build momentum by looking at what other rural communities in other states are doing for Native Americans.

Alliance for Full Participation Summit – Brooke Lusk

Refer to handouts – Letter to Robert Gettings, Voices newsletter, Alliance for Full Participation Conference book

- Brooke participated on a conference call with the conference planners.
- There are 1200 people registered for the conference.
- They expect attendance to reach 2000 and that will be the limit.
- Summit planners will send a letter to each congressional member to invite them to a reception to meet with conference attendees.
- The planners will be asking each state team to follow-up with a letter to our congressional delegates inviting them to the reception.
- Clint asked that a motion be made to endorse a letter to send to our congressional delegate. Dawn made the motion and Anne seconded.
- Wanda commented that the letter would need to be approved through the state before being sent. She abstained from voting.
- Ted Williams also abstained from voting.

Questions:

Travis: Will we be able to get a copy of the letter

Brooke: Yes

Travis: Who is on the state team?

Brooke: The entire PLANS workgroup is part of the state team.

- Motion passed.
- PLANS and DD Council are providing assistance for a number of people to attend the Summit.
- There will be an accessible shuttle from the motels to the site of the conference.
- Brooke would like everyone to split up so that we can cover as many of the sessions as possible. She will follow-up with the attendees about which sessions they would like to cover.
- The attendees will then report back to the workgroup on the conference information.
- The presentation that Brenda and Brooke will be doing is under the leadership strand. The session name is “Emerging Models of Leadership in the Family Support Movement.” Susan Fox is the moderator and they will be meeting with her to discuss the session at the end of July.
- Attendees will also talk about how they are going to implement the information once they return from the conference.
- Our letter to Robert Gettings regarding challenges and successes is being used as a guide for other states and this is a great compliment for South Dakota.
- The SDACBS is highlighted in Voices newsletter for their efforts to send self-advocates to the conference. DD Council is also providing funding for this effort.
- Tom Scheinost mentioned that 47 people can ride the bus and 45 seats are taken.

- There will be two drivers. The trip will take 30 hours driving straight through, stopping only for meals and other necessities.
- Tom added that these people should also be a part of the state team.
- The planners are doing everything they can to accommodate all of the people who will be there.

Workgroup adjourned until the following day.

Wednesday, June 29th, 2005

Housekeeping

Brooke asked the workgroup if they would like to receive the Medicaid Infrastructure newsletter that is published quarterly. If you don't want your name on the list, please let Brooke know.



GRDDSS – Renee Osborne and Teri Sass

- Have hired two new staff, so they have grown quite a bit. Now serving approximately 26 people.
- Teri Sass was offered and accepted position as Plans Coordinator. Has been working with them since mid-May.
- GRDDSS would like to work on the transition process in their communities.
- Bev Petersen, Transition Liaison, presented to them and they have asked her to do a transition forum at Milbank High School.
- They have not obtained non-profit status. That is their main focus right now.
- They are meeting with Pathways in SF.
- The next meeting is July 7th and the focus is writing a mission statement in order to move forward with the non-profit application.
- October is Developmental Disabilities Employment month and they are trying to bring in someone to speak to the community.
- Teri has been meeting with Kathy Breske, Family Support Coordinator for the NorthEast area.
- The two of them are focusing on working with individuals aged 18 to 22 who are currently on the Family Support Program. This will help with a smooth transition if the person chooses to access the PLANS program.

Plans Coordinators – Kristin Kiner and Teri Sass



- It has been very busy in last few months.

- Last time we met we had 13 participants, we currently have 24 participants with an additional 18 referrals.
- Kristin is very excited that the PLANS brochure is almost complete so she can begin using it.
- Kristin suggested that everyone attend at least one Mike Walling training.
- Mike Walling training can help educate families, consumers and professionals regarding Social Security work incentives.
- Kristin suggested the workgroup members look at the www.bettertogether.org website. It has many suggestions to get involved in your community.
- She attended the “So That All May Worship” training, which covered ways to assist people with developmental disabilities to participate in church activities.
- She ordered a DVD from that workshop. She is willing to loan it out to anyone who would like to view the DVD.
- Success story: A gentleman, who received SSI, now receives SSDAC because his father passed away. He stopped receiving Medicaid because of this. Kristin heard that this should have never happened. She encouraged the sister to attend a Mike Walling training and to ask these questions. Mike Walling gave them a website (<http://policy.ssa.gov/poms.nsf/aboutpoms>) to use for research. Kristin took a couple of hours, sorted through the website info and was excited to find the correct answer. They now have the information and presented it to Social Security. He is now receiving Medicaid again. He had been off Medicaid for the past 7 years, so he and his sister are gratified that Kristin found them the correct answer.
- Success story: Exploring different seating options with a man living in a rural community. His mother has been receiving some assistance with respite care. His chair is hard plastic leather and he has spent most of his day hours there for the past several years. Kristin explored many different options. Kristin found a Siesta sac. It sits far enough up so that it is easy for the mother to transfer her son. They are both excited about it.

Questions

Brooke: Can you print information from the “So All May Worship” DVD?

Kristin: Don’t know – hasn’t received it yet. Once she gets the DVD, she will check it out and let Brooke now.

Brenda: I have books regarding the issue of inclusion in faith-based communities that I would be willing to loan.

Gloria: Kristin, I would like to tell you congratulations on your position and invite you to come and visit us at the training center.

Brenda: I was just wondering if you use any sort of Person centered process?

Kristin: First asks them about their likes or dislikes, what are you doing for work, what do you want to do. Gets to know if they are happy or unhappy. The consumers get very excited when they find out they can do certain things. In the planning process, she asks consumers and families – What are the good things that are happening, but also tell me things that aren’t getting done, or are not going well.

Teri Sass

- Started on May 2nd.
- Has been mostly attending training.
- 12 people in NE area of state have decided to access PLANS so far.
- There are 4 or 5 people that she hasn't been able to meet yet.
- Good work takes time.
- Feels very confident and very comfortable due to the people she works with that help her. (Julie Johnson, Patrice Wilson, Deb Petersen, etc.)
- Success story: Working with three sisters who live in the very NE corner of state. They lost their provider then got another one that they didn't like. So, they said we want this other person – not that one. They were able to make their choice about who provides their services.
- Success story: A gentleman in the Milbank area wanted to go to Blue Cloud Abbey to visit a friend. Teri made arrangements for him to go and he did. He is very grateful and calls and stops by the office frequently to thank her.



Comments:

Tom: Suggests PLANS Coordinators attend "Am I the Only One" training. There is a part specifically for direct support professionals. It will be held the second week of August in Sioux Falls.

Teri: I've been greatly enlightened by the College of Direct Support. It empowers people and I would like to see families access it.

Brooke: Carrie passed out a new map of the Coordinators' areas yesterday. It is a little larger than the one included in the packet. I also would like to talk about the request for proposals process we just completed for the Southeast program. We asked agencies in the geographic area to submit proposals from which we chose a fiscal agent. Issued request for proposals to 11 agencies and 5 submitted proposals. A panel composed of three parents, Deb and Brooke reviewed the proposals. The Mitchell ATC received the contract for the fiscal agent position. We were very pleased with the caliber of the proposals and look forward to working with all of the agencies. We followed a similar process for the Northeast Program and Huron Center for Independence was chosen.



Pathways – Brenda Smith

- We have been meeting since 2002.
- As a group we put together a one page flier of the philosophies that we embrace.
- Interested in seeing flexible funding, options for direct supports and self-determination.
- Sponsored Al Condelucci conference in April. He has wonderful resources. The books are excellent. He discussed cultural shifting. We would like to have him back!
- Friends group continues to meet. Provides social opportunities for students such as cooking classes, Shakespeare, Canaries games, etc.
- Talked to Julie Ashworth from Pathways. Three Pathways parents went to meet with GRDDSS on Monday night and talked about possibilities and what they had done.
- Re-doing Pathways brochure because it needs more pizzazz.
- Couple of people from Pathways still working on housing options.

Comments:

Gloria – Does the change to the waiver seem flexible enough?

Brenda – It is not as inclusive as we would like to see. We would like to see people have access to their own funds. For some people this is a significant amount of dollars.

Gloria - Regulations have been shifting and rules have been shifting with the federal dollars. Also, knowing and being comfortable with your provider is vitally important.

Brenda: I think there is a huge responsibility with this piece. These conversations need to go on.

Gloria: Right now it is happening in small pockets here and there.

State Service Models – Brooke Lusk

- Brooke gave a brief overview on each of the state models that the workgroup had looked into. (Arizona – Human Services Cooperative; South Dakota Family Support model; Wyoming; Florida – Cash and Counseling; and Minnesota – Self-Directed Services)

Comments:

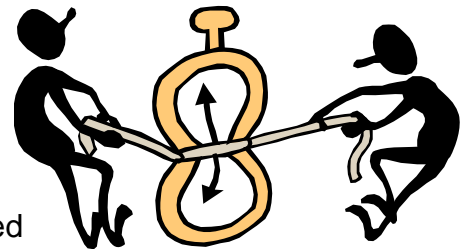
Travis asked some questions in regard to some of the models. Brooke will follow-up with the presenters and report back at the next meeting.

Jean Tuller mentioned that there are number of states providing self-directed services. She mention IA, NH, VT, MA, NC, LA, CA, OR, KS, MI and MD. Oregon has a network of support brokerages and serves about 3000 people. Someone asked whether there is any system that is entirely self directed? Jean's answer was no. She also mentioned that it looks like South Dakota wouldn't need to write a supports waiver, but just work on the mechanics of our current waiver.

Continuation Application – Brooke Lusk

Refer to handout – Activities Planned for Continuation Period

- Timing is of the essence when it comes to grants, and unfortunately it had to be submitted last week so we weren't able to bring it to the workgroup before we sent it to ADD.
- The majority of the grant is continuing what we started last year.
- Brooke went through the Goals and Objectives listed in the hand out.
- One factor ADD wants us to take into consideration is hiring family members and self-advocates.
- The goal for the first year of the grant was to serve 50 people. After listening to Kristin and Teri, we can see that serving 50 people in SD is not going to be hard to do.
- We are doing very well compared to other states when it comes to serving people.
- Outreach is an on-going concern. Vikki was talking about the brochure and as a family member, how does she find out about programs like this? What is the most effective way to get the info out to families?
- Tried to keep paperwork to a minimum but there are some forms that do need to be completed. We don't want to use a form just simply to use a form.
- Need to look at how we can implement person centered planning within PLANS.
- Need to look at implementing College of Direct of Support. This is a great opportunity for our state.
- Dollars are limited, so we need to look at all the resources and funding possible.
- Division expenses: personnel; travel; operating costs; Coordinators office space; and supplies.
- BHSSC expenses: personnel; travel; hotel, mileage, per diem, personal attendants and meeting accommodations for workgroup; operating costs; office space; and technical assistance contracts.
- Fiscal agents expenses: personnel; travel; operating costs; and purchase of service needs.
- Should be notified at the end of August, beginning of September regarding continued funding.



Tim – The Feds know about this project and they are pleased with it.

Arlene – They rate SD as number one for the Family Support 360 Projects.

Wanda – I invited Commissioner Patricia Morrissey to attend a PLANS meeting.

Anne: At some point are we going to go back to look at single point of entry? Seamless entry? In the brochure, should there be an entire list of options, not just how they get information on PLANS. Are we going to look at a way to truly have a seamless system in SD? Here is a brochure of just options – not about PLANS, not about the 19 agencies. Challenges us to step back and really look at that seamless single point of entry.

Brooke: We do need to look at this, that is a good point. And it is happening in the local programs. For example, when Teri and Kristin meet with a potential participant, they assist the person in accessing other services such as ATC services or ILC services, if that is what the person needs.

Anne: Doesn't want to get into a lot of these little boxes – wants to give choice and options.

Jean: Would this be a good discussion to have at the Sub-committee meeting this afternoon? SD already has a single individualized plan that is a large building block – work from that.

Wanda – Does think there is a common philosophy. Families keep asking what do I do? It isn't just about our system – we are trying to integrate that system. It really isn't enough for us to say this is what the system has to offer – we need to get this information out there! Wanda's concern is that it is too complex and we don't want it to get more so.

Vikki- Very exciting to me, makes me very emotional. This is starting to answer questions that I have asked myself for awhile and I thank the workgroup.

LUNCH

Good to Great – Jean Tuller

Refer to powerpoint handout.

- Have to be willing to change.
- Need flexibility.
- Leading by listening.
- There is no “right” agency plan.
- You have to have people who can talk to everybody.
- Do a lot of visual teaching!
- Find staff people who have common interests.



- Get the direct support people and the people with disabilities directly involved.
- The next generation running this will hopefully be people with disabilities.
- Self-direction is a conscious effort.
- In Oregon, they have two waivers, a comprehensive waiver and a supports waiver.
- Managed through the counties.

CHOICES – Betty Oldenkamp – Secretary of the Department of Human Services

Refer to Powerpoint handout.

- Department's mission is to promote the highest level of independence for all individuals regardless of disability or disorder.
- Department is very good at responding and helping with different situations.
- Right now there is a lot of effort focused on K-12 education in our state.
- The Governor asked them to look at what they have laid out for a strategic plan.
- Department did a SWOT analysis – Strength, Weaknesses, Opportunities and Threats.
- Looked at mission statement first.
- Their department serves over 60,000 people every year.
- Have 1,200 staff that work in the department and this doesn't include service providers.
- Community – having relationships, belonging.
- Hope - expectation that tomorrow will be better.
- Opportunity – getting the chance, regardless of abilities/disabilities.
- Independence – actually should be interdependence, because we all have someone we count on – someone who is there for us.
- Careers – beyond a job, opportunity for advancement.
- Empowerment – of those we serve.
- Success – very personal and individualized.
- CHOICES – Community, Hope, Opportunity, Independence, Careers, Empowerment and Success.
- Hallmarks of Services – things that we want to stand out for as a department.



- Person-directed services – services developed with input and participation of consumers.
- Children and families – prepare children to become successful adults.
- Co-Occurring Disorders – people with co-occurring disorders will have individualized services and supports to achieve their desired quality of life. Need to look at how to better integrate these services. Need to start focusing on the whole person.
- Justice System – determine DHS responsibility to provide services to people with disabilities and substance abuse disorders within the justice system
- Quality Assurance – processes and measurements that support optimal outcomes for people served by DHS.
- No wrong door. This is really an attitude on how we offer services and what choices people have. Take the extra step and help people get the information they need.
- Need to work with other agencies that may help with services that DHS cannot.
- DHS wants to take existing resources and make the best use of them.
- Staff should step back and take a look at the guiding principles. Is that consistent with the way I act and the way I perform my job.
- We've all believed in this for a long time, and now is the time to re-energize these goals.
- There is something each and every one of us can do to help.
- We believe this is important and that we have to be accountable for it.
- Need to work on communicating with other groups. Looking at putting together a newsletter to communicate DHS progress.
- Part of what we have to do is not just count on our spirit. We have to be able to demonstrate to other people what we do.
- Really takes personal stories to see what it means to have those supports and services. Data is important, but personal experience is undeniable.
- "Leadership is the capacity to translate vision into reality". Warren G. Bennis

Next PLANS workgroup meeting will be October 26 & 27, 2005 at the Center for Disabilities in Sioux Falls.

Next provider sub-committee meeting will be October 27 & 28, 2005 at the Center for Disabilities in Sioux Falls.